

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450
On February 26, 2009

Vincent J. Gnoffo, Reg. No. 44,714

Name of applicant, assignee or
Registered Representative ,

Signature *Robert J. Hoff*
February 26, 2000

February 26, 2009

Date of Signature _____

Our Case No.10022/178

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Riley, et al.

Serial No. 10/029,769

Filing Date: October 19, 2001

For METHOD FOR IMPLEMENTING
SERVICE DESK CAPABILITY

Examiner: Tan D. Nguyen

Group Art Unit No.: 3689

Confirmation No. 4749

AMENDMENT E

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated November 26, 2008, please enter the following amendments and consider the following remarks.

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 15 of this paper.